



# Access HD Troubleshooting Guide

## **MODELS:**

1010-D, 1010-U  
1020-D, 1020-U  
1020A-D, 1020A-U  
1030-D, 1030-U

## Power and Display - Troubleshooting

**Takes a while for unit to display anything on TV**

System has to finish the initialization of the main chip (boot-up time).

**If you are able to scan channels successfully, but after turning the unit off, you see a message that says please scan channels when the unit is powered up again.**

You may have a memory component failure. To process a warranty claim for this issue, you can return the unit to us with the M E M 101 written on the package. Include a copy of your purchase receipt, your daytime telephone number and your return shipping address. There is no return handling charge for this process. You can also use the Advance exchange option if you prefer.

**Converter will not turn on.**

Is a green or red LED on the front panel lit up?

Make sure unit is plugged in and outlet has power.

Press the Power button on the front panel of unit.

**Unit is frozen or locked up.**

Unplug unit from the power outlet for 2-3 hours to do a hard reset. Plug unit back in press the power button to turn it on.

**No picture on TV screen**

Make sure power is on (Green LED/Light on) and the TV is powered on

Make sure RF cable is connected properly and securely, from the converter's RF OUT to the TV's RF (ANT) IN.

Make sure the correct channel is chosen on the converter box and the TV (both to CH3 or both to CH4).

Make sure yellow RCA video cable is connected properly and securely.

Make sure yellow RCA video cable is connected properly and the correct input has been selected on the TV (LINE IN, VIDEO IN, etc)

**No picture, I only see a solid Green, Blue, or Black on the screen.**

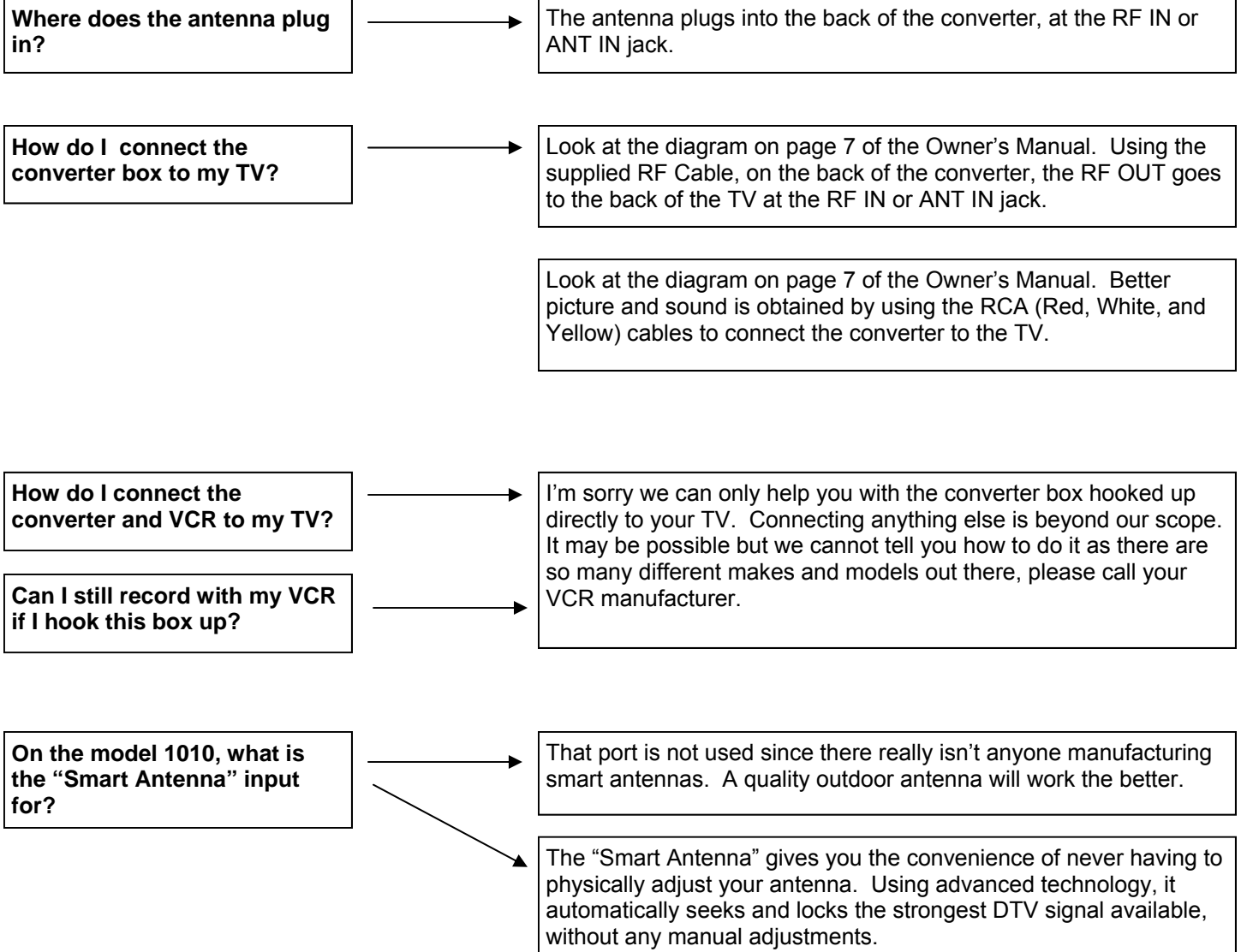
Unplug power cord and plug it back in.

**My converter always turns off by itself.**

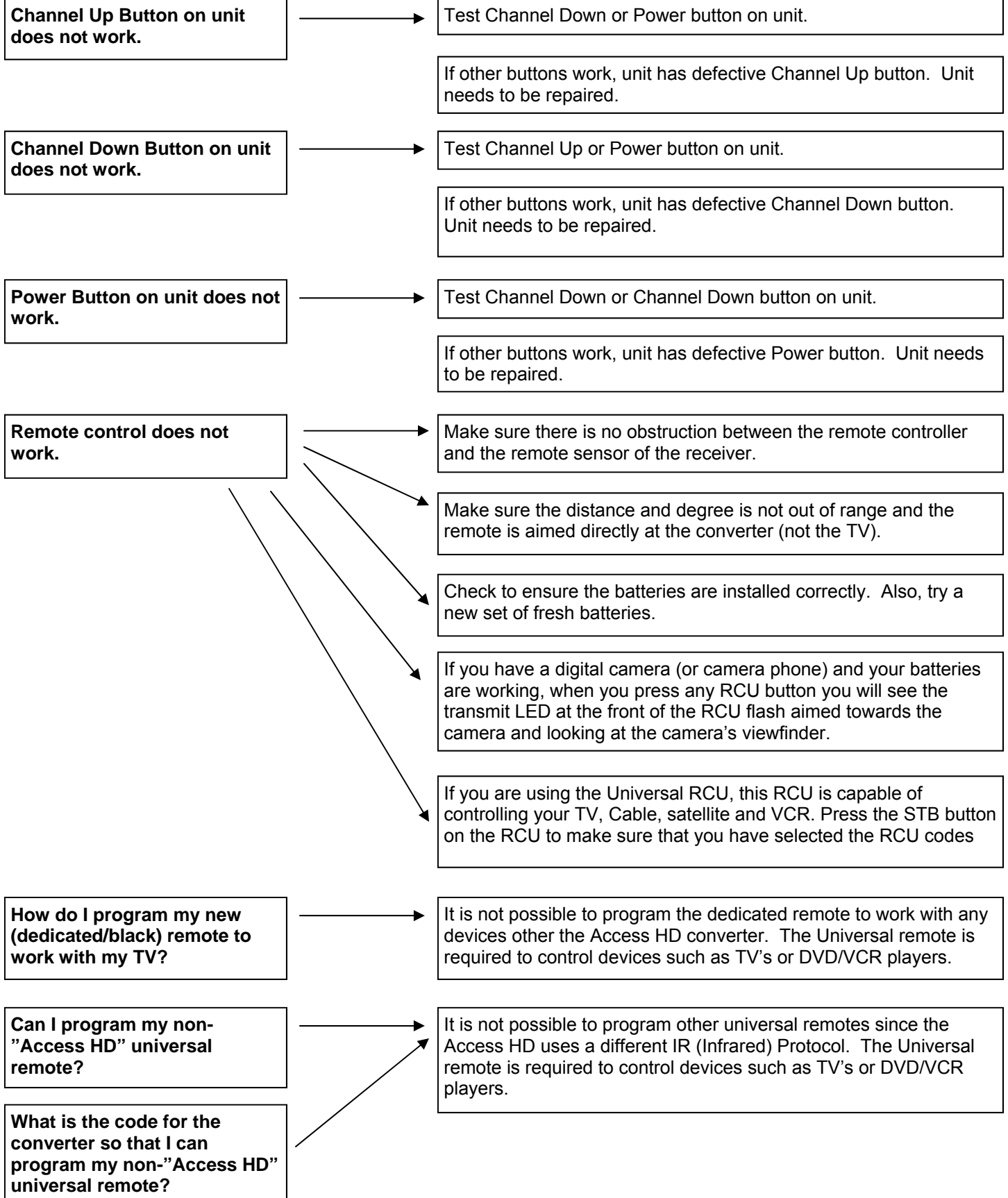
The default setting from the factory is set to put the converter in standby in 4 hours to save electricity. You may change it to 2, 4, or disable it (Off).

The settings for "Auto Power Down Timer" stay the same even after the unit has been put in standby mode. Leave on 1, 2, 3, or 4 to save electricity in case you forget to turn the unit to standby after turning off the TV.

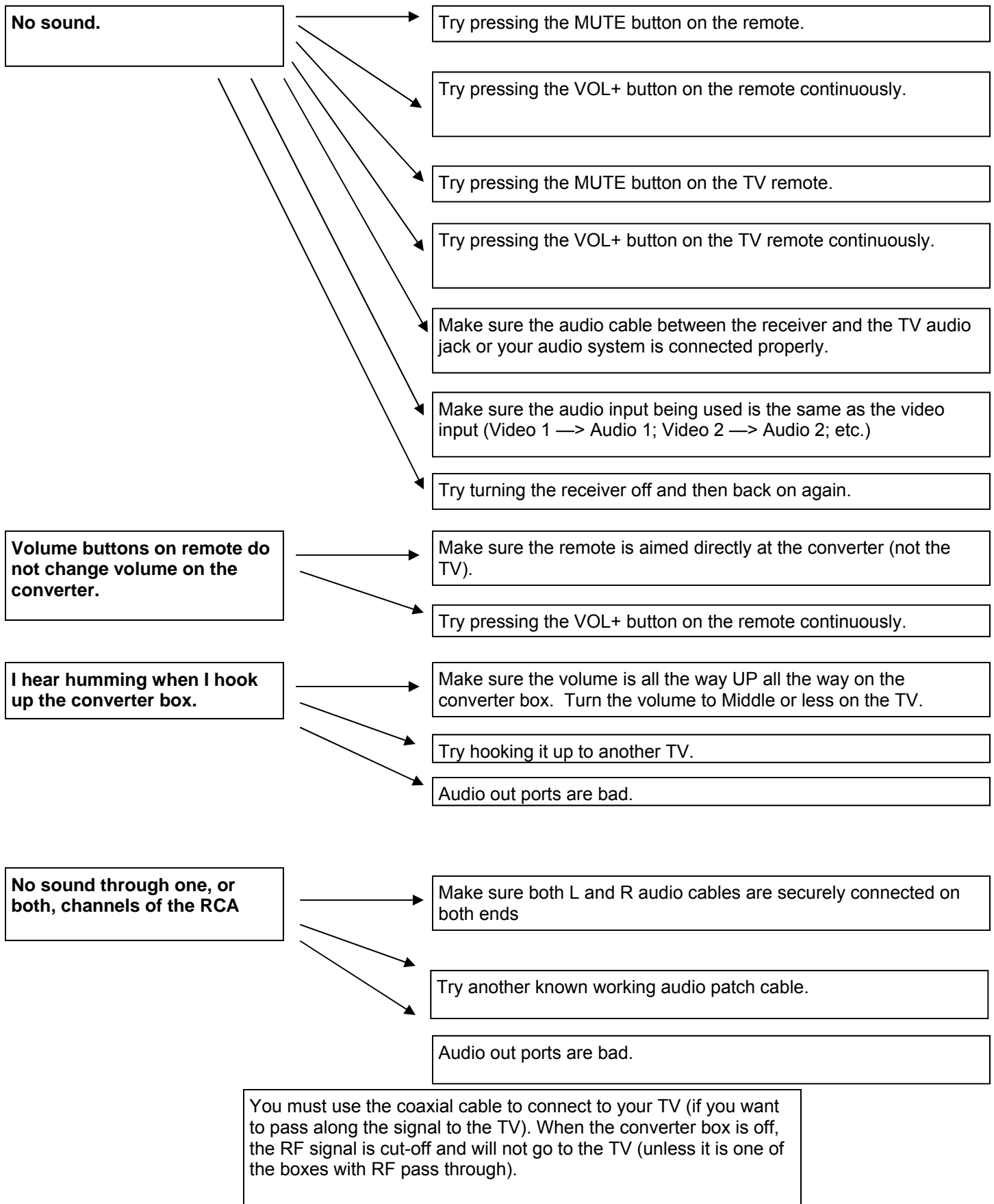
# Connections and Cables - Troubleshooting



## Buttons and Remote Control - Troubleshooting



## Sound - Troubleshooting



## Menus - Troubleshooting

**Current time is not correct after pressing INFO button.**

On the remote, press MENU, navigate down to "Time Zone" and choose the correct time zone that you are in (Hawaii, Alaska, Pacific, Mountain, Central, Eastern) by hitting the ► button.

**I cannot read anything, the menus are all in Spanish (Español).**

Scroll down to "Lengua" and change it from Español to English.

**I cannot read anything, the menus are all in French (Français).**

Scroll down to "Langue de menu" and change it from Français to English.

**On the model 1010, what is the "Smart Antenna" input for?**

That port is not used since there really isn't anyone manufacturing smart antennas. A quality outdoor antenna will work the better.

The "Smart Antenna" gives you the convenience of never having to physically adjust your antenna. Using advanced technology, it automatically seeks and locks the strongest DTV signal available, without any manual adjustments.

**What is Auto Power Down Timer?**

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## Picture Quality and Antennas - Troubleshooting

**Poor video quality (macro blocking) or screen flickering or cutting out**

Press SIGNAL on remote control unit, should be at least 60 and up.

Poor broadcast signal or too far from broadcast towers. Suggest getting an outdoor antenna.

Antenna may need re-positioning. Suggest getting an outdoor antenna.

Loose connection or broken cable from your antenna to the converter box or between your converter box and TV.

**Picture is un-proportional; or picture is too small, narrow, wide, or big.**

**Black borders around the picture.**

Press ASPECT on remote control unit to change

“Normal” displays the picture default height and width.

“Zoom” displays the picture taller height and wider width.

“Wide” displays the picture taller height and default width.

“Cinema” displays the picture taller and wider than “Zoom” mode.